



INFORMATION TECHNOLOGY STRATEGIC PLAN

FOR FISCAL YEARS: 2021-2023

COURTS IN YAVAPAI COUNTY



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COURTS IN YAVAPAI COUNTY

INTRODUCTION

This is a three-year information technology strategic plan for the courts in Yavapai County covering the period from January 2019 through June 2023. It was created as an update to the FY19-FY21 plan submitted in March 2018. All courts in Yavapai County participate in the Arizona Courts Automation Project (ACAP).

All courts in Yavapai County support ***JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024*** and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous ***ADVANCING JUSTICE TOGETHER*** vision and encompasses five broad goals, each associated with several key strategic business needs. Judges, the Clerk of Court, and court personnel in Yavapai County are active participants in local and statewide technology efforts to advance this Agenda.

The courts in Yavapai County are composed of the following:

Superior Court in Yavapai County
Bagdad Justice Court
Camp Verde Municipal Court
Chino Valley Municipal Court
Clarkdale Municipal Court
Cottonwood Municipal Court
Dewey-Humboldt Magistrate Court
Jerome Municipal Court
Mayer Justice Court
Prescott Consolidated City/Justice Court
Prescott Valley Municipal Court
Sedona Municipal Court
Seligman Justice Court
Verde Valley Justice Court
Yarnell Justice Court

The Superior Court provides administrative direction to the courts. Each court also works closely with its local funding agency, which is county government for superior and justice courts and city government for municipal or magistrate courts.

The automation for the county's courts is primarily centralized with the Administrative Office of the Courts (AOC). The courts participate in providing direction for the strategic automation projects through a variety of user and other statewide policy groups. These include:

- The Commission on Technology and its subcommittees:
 - Court Automation Coordinating Committee,
 - Probation Automation Coordination Committee, and
 - The Technical Advisory Council,
- The General Jurisdiction (GJ) Case Management System (CMS) Steering Committee and Users' Group
- The Arizona Court Automation Project (ACAP) Users' Group,
- The Juvenile On-Line Tracking System (JOLTS) Users' Group and
- The Adult Probation Enterprise Tracking System (APETS) Statewide Users' Group.

Courts are also represented on the Clerks of the Court Association, General Jurisdiction Case Management System Committee, Arizona Judicial Council, Committee on Superior Court, Committee on Limited Jurisdiction Courts, Superior Court Administrators Association, Limited Jurisdiction Court Administrators Association, PAM Users, as well as Code Standardization and Caseflow Managers Groups.

A. PLANNING METHOD AND PARTICIPANTS

This section outlines the participants, processes and events that contributed to formulating the Information Technology Plan for Courts in Yavapai County.

The IT Manager with the assistance from the Superior Court Administrator distributed the template and requested input from individuals listed below. Updates to the plan were received, reviewed, and incorporated as appropriate:

David L. Mackey	Presiding Judge, Yavapai Superior Court
Rolf Eckel	Superior Court Administrator
Jackie Barrett	IT Manager
Donna McQuality	Clerk of Superior Court
John Morris	Chief Adult Probation Officer
John Ryder	Adult Probation
Scott Mabery	Director of Juvenile Court Services
Tracy Morley	Juvenile Probation
Audrey Isley	Juvenile Probation
Anna Mary Glaab	Judge, Bagdad/Yarnell Justice Court
William Rummer	Judge, Mayer Justice Court
Glenn Savona	Judge, Prescott Consolidated Court
Dominick Sarno	Judge, Seligman Justice Court
William Lundy, Jr	Judge, Verde Valley Justice Court
Mary Hamm	Judge, Chino Valley Municipal Court/Dewey-Humboldt
Douglas LaSota	Judge, Cottonwood Municipal Court
Roy Keith Carson	Judge, Prescott Valley Municipal Court
Ronald Ramsey	Judge, Clarkdale Magistrate Court
Joan Dwyer	Judge, Jerome Municipal Court
Paul Schlegel	Judge, Camp Verde Municipal Court
Michael Goimarac	Judge, Sedona Municipal Court
Veronica Pineda	Court Supervisor, Camp Verde Municipal Court
Christine Pearson	Court Administrator, Prescott Consolidated Court
Traci Snow	Court Supervisor, Mayer Justice Court,
Christina O'Shaughnessy	Court Supervisor, Verde Valley Justice Court
Therese Christopher	Court Supervisor, Dewey-Humboldt Magistrate Court
Rhonda Apolar	Court Supervisor, Chino Valley Municipal Court
Sheryl Houston	Court Supervisor, Sedona Municipal Court
Brenda Schorr	Court Supervisor, Clarkdale Municipal Court
Brandi Suitor	Court Supervisor, Bagdad/Yarnell Justice Court
Brenda Martinez	Court Supervisor, Prescott Valley Municipal Court
Lynn Riordan	Court Supervisor, Cottonwood Municipal Court
Ronda Brockman	Court Supervisor, Jerome Municipal Court
Kris Brown	Court Supervisor, Seligman Justice Court

B. JUDICIARY STRATEGIC AGENDA: STATE AND LOCAL

B.1. JUDICIAL BRANCH STATEWIDE AGENDA

The court supports *JUSTICE FOR THE FUTURE: PLANNING FOR EXCELLENCE 2019-2024* and its vision to increase the public's trust in the court system, to inspire confidence that individual rights are being protected, and to ensure that all citizens are being treated fairly. This strategic agenda was released in July 2019 at the direction of the judiciary's new chief justice. It remains consistent with the previous *ADVANCING JUSTICE TOGETHER* vision and encompasses five broad goals, each associated with several key strategic business needs. The goals are:

1. Promoting Access to Justice;
2. Protecting Children, Families, and Communities;
3. Promoting Judicial Branch Excellence and Innovation;
4. Enhancing Professionalism within Arizona's Courts; and
5. Promoting Public Trust and Confidence.

B.2. LOCAL COURT AND AGENCY STRATEGIC AGENDAS, INITIATIVES, AND BUSINESS PRESSURES WITH RESPONDING LOCAL COURT AND AGENCY TECHNOLOGY INITIATIVES

The Clerk of Court, Adult Probation and Juvenile Probation have identified strategic business goals, initiatives, and pressures. Court technology has responded to those initiatives, where applicable, as shown:

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Re-write APETS in modern, web-based software
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Need more accessibility to APETS info for Probation Officers while in field.
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Improve compatibility between County & State computer systems.
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Continue to improve accessibility of AJACS information to Probation Officers
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Create ad hoc reports in APETS to extract needed information.
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Improve accessibility of advanced databases through software and specialists. i.e., Attunix
Adult Probation	Promoting Public Trust and Confidence	Improved electronic access to department public information through social media or

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
		webpages or automated messaging.
Adult Probation	Promoting Public Trust and Confidence	Continue to improve stakeholder's knowledge of department operations to enhance collaboration and information sharing.
Adult Probation	Promoting Judicial Branch Excellence and Innovation	Automate petition system and other needed communications with electronic solutions (sentencing, pre-sentencing report, probation dates)
Juvenile Probation	Promoting Judicial Branch Excellence and Innovation	Mobile technology to allow for client electronic signature, email of paperwork of case plans to clients
Camp Verde Municipal	Promoting Judicial Branch Excellence and Innovation	Continue improving the court's website to ensure that forms are easily accessible and understandable.
Camp Verde Municipal	Promoting Access to Justice	Continue to maintain the mandate for LEP customers by identifying other opportunities to use technology in providing language assistance services to litigants, witnesses, and others.
Camp Verde Municipal	Promoting Access to Justice	Install a kiosk to assist petitioners with filing an Order of Protection, specific with software for AZ Point.
Camp Verde Municipal	Enhancing professionalism within Arizona's Courts	Continue to encourage the use of web-based training and/or education for court staff through COJET requirement and through local government training
Cottonwood Municipal – Improving Communications & Community Participation	Protecting Children, Families and Communities	<p>Provide access to Superior Court behavioral health case records; provide access to mental health case manager or advocate information; provide access to evidence-based scoring used in Superior Court cases.</p> <p>-- Develop behavioral health, substance abuse, and veteran resources for limited jurisdiction courts</p>

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Cottonwood Municipal – Improving Communications & Community Participation	Promoting Public Trust and Confidence	Develop homeless resources for limited jurisdiction courts. There is no VA in Verde Valley for Defendants in need of services; provide access to problem solving specialty courts at LJ level.
Cottonwood Municipal – Improving Communications & Community Participation	Promoting Public Trust and Confidence	Improve communication of upcoming issues discussed at LJ Judge’s meetings; Improve communication discussions between LJ Judges, local municipality leaders and county leaders.
Cottonwood Municipal – Improving Communications & Community Participation	Enhancing Professionalism w/in AZ Courts	Provide more local resources to assist educators in developing a Civics curriculum. -- Promote court career opportunities in the local schools;
Dewey-Humboldt/Magistrate Court	Promoting Judicial Branch Excellence and Innovation	Implement electronic citations from law enforcement - Implement vendor handheld and photo data feeds to open and calendar cases. (This requires coordination and cooperation from our law enforcement agency.)
Dewey-Humboldt/Magistrate Court	Promoting Judicial Branch Excellence and Innovation	Digitize all court case files in preparation for e-filing - Join statewide disconnected scanning program and provide equipment (scanners, additional courtroom computer) to support this move.
Mayer Justice Court	Promoting Judicial Branch Excellence and Innovation	Digitize all court case files in preparation for e-filing. Need to start working on scanning documents into AJACS
Mayer Justice Court	Protecting Children, Families and Communities	Continue to work on court security. Add security officer, install a magnetometer and purchased hand wands.
Prescott Consolidated Court	Promoting Judicial Branch Excellence and Innovation	PCC can receive eCitations through TracS, an application provided by Prescott PD. Will be sending warrants electronically to the jail.
Prescott Valley Magistrate	Promoting Judicial Branch Excellence and Innovation.	Plan to accept online payments.

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Prescott Valley Magistrate	Promoting Public Trust and Confidence	Enhance and maintain website.
Prescott Valley Magistrate	Promoting Judicial Branch Excellence and Innovation	Provide technical education and training for staff.
Seligman Justice Court	Promoting Public Trust and Confidence	Enhance and maintain website.
Verde Valley Justice Court	Promoting Judicial Branch Excellence and Innovation	Receive all Civil Traffic Citations filed electronically, especially YCSO to save the court a tremendous amount of time. Currently receiving ADOT, DPS, and Jerome PD.
Verde Valley Justice Court	Promoting Access to Justice	AZ Turbo Court – Improve public understanding that paperwork is not being filed, but the fee is for the forms.
Verde Valley Justice Court	Promoting Public Trust and Confidence	Enhance and maintain website.
Verde Valley Justice Court	Promoting Judicial Branch Excellence and Innovation	Continue to update and purge files. Bring back-logged files up-to-date, compelling non-compliant defendants to contact the court regarding the non-compliance.
Yavapai Superior Court	Promoting Access to Justice	Expand Interpreter availability. Implement remote video interpretation and ASL interpreter services in addition to the current Lionbridge for telephonic services.
Yavapai Superior Court	Promoting Judicial branch Excellence and Innovation	Disaster Recovery/COOP: Continue to improve IT operations and procedures in case of disaster.
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Continue efforts addressing cybersecurity, responding to network scans, keeping systems up to date, training end-users
Yavapai Superior Court	Workforce Development	Expand training opportunities with web-based portals and videos
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Continue upgrading Courtrooms with audio/video for a/v conferencing, evidence, recording, and quality of acoustics within

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
		the Courtroom.
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Upgrade media carts in Prescott Courthouse
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Transmit case information electronically between Limited Jurisdiction and Superior Courts. Includes Liberty and appeal packet.
Yavapai Superior Court	Promoting Access to Justice	Improve Online Access to Court Forms and make them easier to understand.
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Continue to expand video court appearances beyond IAs, Arraignments, and some FW cases.
Yavapai Superior Court	Promoting Access to Justice	Update website with Interpreter translated forms and instructional materials
Yavapai Superior Court	Improve Security and Disaster Recovery	Test the email security knowledge of our users by taking advantage of products that test users by mass emailing “fake” emails. Reports are then generated on who clicked what shouldn’t have been clicked. This provides information about who needs to have further security training.
Yavapai Superior Court	Improve Security and Disaster Recovery	Upgrade Windows Server domain
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Investigate how smart boards could be used (similar to Chino Valley)
Yavapai Superior Court	Promoting Access to Justice	Continue to improve function of video conferencing to other Counties as needed.
Yavapai Superior Court	Protecting Children, Families, and Communities	Continue to work with County GIS to provide images for website designed to assist law enforcement in gathering Courthouse layout information
Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Organize & plan for data sharing & integration of computer systems used by courts & criminal justice agencies
Yavapai Superior Court	Promoting Judicial Branch	Automatic hearing reminders sent to phone

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
	Excellence and Innovation	or text.
Yavapai Superior Court	Protecting children, families, and communities	Obtain FCC license, install transmitters, configure radios to newly obtained frequency for the use of Security Officers at JJC, Prescott Courthouse, and Verde Courthouse
Yavapai Superior Court, State-wide	Promoting Judicial Branch Excellence and Innovation	Electronic Filing. Expand acceptance of electronic documents from litigants and criminal justice agencies.
Yavapai Superior Court, State-wide	Promoting Judicial Branch Excellence and Innovation	eCitation: Continue to deploy and expand eCitation. Assist in any issues between AOC, vendor, AJACS, court, and law enforcement
Yavapai Superior Court, State-wide	Promoting Judicial Branch Excellence and Innovation	Expand acceptance of electronic documents from litigants and criminal justice agencies
Yavapai Superior Court, State-wide	Promoting Judicial Branch Excellence and Innovation	Pilot Time Standards Judicial Dashboards with Microsoft Power BI.
Yavapai Superior Court - LJ	Promoting Judicial Branch Excellence and Innovation	Push for updating courtroom audio acoustics for teleconference improvement
Yavapai Superior Court - Muni	Improve Security and Disaster Recovery	Research and implement backup solution for Muni court, perhaps using the same method as Justice Courts
Yavapai Superior Court – Clerk’s Office, State-wide	Promoting Judicial Branch Excellence and Innovation	Testing phase of the Electronic Warrant System
Yavapai Superior Court - Clerk’s Office	Improve Data Exchange, Communications and Public Access	Continue to back scan all case files necessary from 2000 forward
Yavapai Superior Court - Clerk’s Office	Improving Communications and Community Participation	Preserve (by scanning) and restore old docket books as funds are available in Document Storage & Retrieval Fund. Goal is to make books accessible on public access computers.
Yavapai Superior Court - Clerk’s Office	Promoting Judicial Branch Excellence and Innovation	Continue working towards fully implementing e-filing in all case categories for all filers (<i>pro pers</i> , attorneys, etc.).

Court/Local Agency Name	Strategic Agenda	Related IT Initiative(s)
Yavapai Superior Court - Clerk's Office	Promoting Judicial Branch Excellence and Innovation	Upgrade jury system – i.e., send out email or text.
Yavapai Superior Court - Clerk's Office/Law Library	Promoting Access to Justice	Self-help videos for pro pers on our website.
Yavapai Superior Court - Clerk's Office	Promoting Judicial Branch Excellence and Innovation	Electronic deposit of checks received.
Yavapai Superior Court - Clerk's Office, State-wide	Promoting Judicial Branch Excellence and Innovation	Electronic Document Certification: Continue to expand public access to records/Certified copies of court documents through electronic means – Done for CR and CV cases through e-Access.
Yavapai Superior Court - Clerk's Office, State-wide	Promoting Access to Justice	Protective Orders Online: Availability of privacy at kiosks/public access computers for completing PO petitions
Yavapai Superior Court - Clerk's Office	Promoting Judicial Branch Excellence and Innovation	Use of debit cards to pay jurors
Yavapai Superior Court - Clerk's Office	Promoting Judicial Branch Excellence and Innovation	Offices in the new CR Justice facility to provide further convenience for filing, making payments.
Yavapai Superior Court, LJ Courts	Protecting Children, Families & Communities	Make OOP website available for devices in each court using public workstations or tablets. Lock down tablets
Yavapai Superior Court, Justice Courts	Promoting Access to Justice	Veteran's Court implementation for Justice Courts to enroll veterans for improved services

C. CURRENT TECHNOLOGY ENVIRONMENT

This section describes both the statewide and local hardware and software environment. Hardware includes mainframes, servers, desktops, and other peripherals. Software includes statewide applications, local software and desktop productivity tools.

HARDWARE

The Arizona Judicial Department has a diverse mix of hardware used by the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware that the county courts accesses includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch.

The server environment, hosted at the Administrative Office of the Courts Data Center, includes IBM AS/400s for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts and the appellate courts are operating on IBM AIX systems. Windows servers provide for Internet, Intranet, e-mail, Statewide Crystal Enterprise/SSRS ad-hoc reporting, and statewide remote on-line training as well as file and print sharing.

The desktop environment includes a variety of PCs. AOC/ITD, under COT's direction, refreshed all the State-owned external (ACAP and JOLTS) PCs (about 3500) in FY15. Because of the long hardware life expected for the new PCs and the ever-shortening support cycle by software manufacturers, the project also includes a change to a subscription model for the operating system and office productivity applications utilized by all PCs deployed in the courts' environment. This most recent refresh activity placed the following models in service:

- Desktop: C8N26AV HP EliteDesk 800 G1 Small Form Factor: Intel Core i5-6500 Processor (3.20 GHz, 6MB Cache), Intel HD Graphics 4600, 8GB RAM, 500GB Hard Drive, Intel I219LM Gigabit Network Connection, Intel I219LM Gigabit Network Card, Intel Core i5 vPro
- Laptop: L3D24AV HP EliteBook 850 G3 Notebook PC: Intel - i5-6300U (2.4 GHz w/ Turbo, 3MB Cache) Processor, Intel HD Graphics 520, 8GB RAM, 500GB Hard Drive, Intel Gigabit Network Connection, Core i5 vPro, Integrated camera, Integrated HD
- Printer: K0Q17A#BGJ HP LaserJet - HP LaserJet M608n

The hardware listed in Appendix A reflects equipment used to support the court management system software, the juvenile tracking software, other state-provided applications as well as additional local record keeping functions. Additional hardware beyond these desktop items is also listed.

SOFTWARE

Appendix A also identifies all the software used in the county's courts. It includes the state-provided applications such as AJACS, AZTEC, APETS, TIP, JOLTS, and any word processing, spreadsheet, report writing, and other database or other tracking applications.

D. INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section identifies each statewide and local strategic project in which the county's courts participate or will actively be pursuing in the next three years. For those projects primarily supported at the state level, it will identify project status and describe the local courts' planned participation and note any related, independent future plans. For independent but complimentary local projects, additional details on resources and future plans are included.

This section also includes information for independent technology projects, which are not primarily supported by state resources. Information on these projects includes alignment to both statewide and local technology strategic initiatives and enterprise architecture standards. Any technologies or products appearing in the "Retirement" column of the Enterprise Architecture standards table have a corresponding migration or replacement project identified.

The statewide strategic technology priorities as assigned by the Commission on Technology, are as follows:

1. Production Support (incl. bug fixes, req'd chgs)
2. Manage & Improve Security (incl. COOP rvw)
3. Finish Core System Deployments (GJ/ LJ)
4. Mitigate Aging Technology Risk
5. Increase Revenue Flow (FARE, eAccess, eFiling)
6. Increase Data Utilization (ex. access & BI)
7. Public Facing Services (eFiling, eAccess, eNotification, ODR)
8. Integrate Systems to Improve Productivity and Capability
9. Enhance Core Systems with New Functionality

COT members also reaffirmed the importance of existing strategic projects and placed them in the general priority set indicated below:

- Deploy New eFiling Case Types
- Deploy LJ Judge Automation
- Expand Automated Notification Capability
- JOLTSaz Dependency & Officer UI
- AJACS - AZTEC Replacement
- eCertification
- Justice Court eFiling
- FARE - Infrastructure Port
- Online Dispute Resolution
- Mental Health Repository
- Data Analysis/Reporting
- eWarrant System
- New Appellate CMS Setup
- CPOR 2 Implementation
- FARE Implementation for Non-Standard Courts
- Move AJACS Superior Courts to V6.1
- LJ PSA Automation
- Conditions of Release Tracking
- Data Access Portals
- Digital Evidence

COURT IT ACCOMPLISHMENTS CY2018/2019

This section lists the accomplishments of the Court information technology projects from January 2018 to January 2020.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Camp Verde Muni	Protecting children, families, and communities	Installed video capability on the bench, used mainly for IAs.
Local	Camp Verde Muni	Protecting children, families, and communities	Improved security by adding a walk-through magnetometer.
Local	Camp Verde Muni	Enhancing professionalism within Arizona's Court	Expanded electronic access to the bench by installing a laptop/ computer in the courtroom for judges.
Local	Dewey-Humboldt/Magistrate Court	Promoting Public Trust and Confidence	Increased the level of service to constituents by developing a court web page that will include (if possible) all forms a constituent might need for matters arising in this court.
Local	Dewey-Humboldt/Magistrate Court	Promoting Judicial Branch Excellence and Innovation	Updated fee schedules as allowed for in the Code of Ordinances.
Local	Dewey-Humboldt/Magistrate Court	Promoting Judicial Branch Excellence and Innovation	Increased collections - Increase automation of court processes to not only feed collections service provider but also automate suspension of driving privileges on eligible cases.
Local	Mayer Justice Court	Promoting Public Trust and Confidence	Created an automated telephone information system to assist constituents with basic information about driving school, payment information, court hours, address and directions to the court. The website and automated phone system will assist constituents with general information during non-business hours.
Local	Mayer Justice Court	Promoting Judicial Branch Excellence and Innovation	Implemented electronic citations from local law enforcement to save court staff time and reduce errors.

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
Local	Yavapai Superior Court	Promoting Public Trust and Confidence	Implemented social media/networking strategies by adding Facebook to post fun facts and upcoming events. Added YouTube for ADR videos.
Local	Prescott Justice Court	Promoting Judicial Branch Excellence and Innovation	Implemented docket export for public website.
Local and State	Prescott Justice Court	Promoting Judicial Branch Excellence and Innovation	Implemented process to receive eCitations from Prescott PD.
Local	Verde Valley Justice Court	Promoting Judicial Branch Excellence and Innovation	Front counter improvements, lowering window and adding cubicle
State	Yavapai Superior Court	Improving Court Processes to Better Serve the Public	Assisted state wide initiative for 2FID fingerprint capture and grant reporting
Local	Yavapai Superior Court	Promoting Access to Justice	Implemented Lionbridge for telephonic remote interpreting services
Local	Yavapai Superior Court	Protecting Children, Families, and Communities	Improved reliability of Security Cameras – Obtained new device for Prescott location.
Local	Yavapai Superior Court	Promoting Access to Justice	Improved function of video conferencing by working with other counties as needed.
Local	Yavapai Superior Court – For LJ	Improve Security and Disaster Recovery	Implemented nightly backup of Justice Courts computers to a virtual file server which is also backed up.
Local	Yavapai Superior Court – For LJ	Protecting Children, Families, and Communities	Obtained security cameras. Provide night-time surveillance on judicial parking areas.
Local	Yavapai Superior Court	Improve Security and Disaster Recovery	Implemented new backup schedule and higher capacity storage for off-site backups to hard drives. Failover servers in place, but networking is not capable of running from secondary location.
Local	Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Upgraded Courtrooms with audio/video for a/v conferencing, evidence, recording, and quality of

Strategic Project (State or Local)	Program / Project	Description	Local Accomplishment
			acoustics within the Courtroom
Local	Yavapai Superior Court	Promoting Access to Justice	Expanded video court appearances to include I.A.s, Arraignments, and some F.W. cases by video. Worked with other Counties and DOC to allow video appearances.
Local	Yavapai Superior Court	Protecting Children, Families, and Communities	Expanded use of text messages for emergency notifications
Local	Yavapai Superior Court, LJ Court rotation	Protecting Children, Families, and Communities	Migrated Security Officers from private company to Court employees. This includes network logins, creating logos/decals, implement new radios.
Local	Yavapai Superior Court	Improve Security and Disaster Recovery	Archived digital a/v recordings off-site with redundancy.
Local and State	Yavapai Superior Court	Improve Security and Disaster Recovery	Implemented Breach Notification Policy
Local	Yavapai Superior Court	Improve Security and Disaster Recovery	Implemented automatic Data Center event notifications.
State	Yavapai Superior Court	Promoting Judicial Branch Excellence and Innovation	Time Standards Judicial Dashboards
Local	Yavapai Superior Court, Tribal Court	Promoting Access to Justice	Installed functions in Superior Court courtroom for Tribal Court use.
Local	Yavapai Superior, Verde Valley Justice	Improve Infrastructure	Cubical and structural remodels for Prescott, Verde, and VVJC. This process included computer moves and network infrastructure planning.
Local	Yavapai Superior Court, JPO	Promoting Judicial Branch Excellence and Innovation	Implemented internal website and SQL database for tracking employee training requirement (COJET) tracking.
Local and State	Verde Valley Justice Court	Promoting Access to Justice	Implemented AZ Turbo Court

COURT PROJECTS MASTER LISTING

This section collects all information technology project-related information for all the county's courts during the plan period. Projects listed include both those in support of statewide efforts as well as independent strategic technology projects that support the court's strategic initiatives independent from the statewide projects.

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Electronic Filing (GJ)	Expand acceptance of electronic documents from litigants and criminal justice agencies	Electronic Filing	Early Adopter	FY24	Underway	
Electronic Filing (LJ)	eCitation - Receive electronic documents from law enforcement	Electronic Filing	Mid-cycle implementation	FY24	Underway	
e-Certification	Continue to expand public access to records/Certified copies of court documents through electronic means	e-Certification	Mid-cycle implementation	FY24	Underway	
eWarrants	Electronic Warrant System	eWarrants	Early adopter	FY24	Planned	
Protective Order Re-engineering	Protective Orders Online - Digitizing the Protective Order Process	Protective Order Re-engineering	Mid-cycle implementation	FY21	Underway	
Time Standards Judicial Dashboards	Time Standards Judicial Dashboards	Data Analysis / Reporting	Early adopter	FY21	Underway	
Automated Notifications from 2FID	Continue to assist state wide initiative for 2FID fingerprint capture	Automated Notifications	Mid-cycle implementation	FY24	Underway	
Hearing Reminders	Automatic hearing reminders sent to phone or text.	Automated Notifications		FY24	Planned	

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
OOP Courtroom Availability	Make OOP website available for devices in each court using public workstations or tablets. Lock down tablets.	Protective Order Re-engineering		FY21	Underway	
Re-Write APETS	Re-write APETS in modern, web-based software	CMS Upgrade/ Enhancement		FY24	Planned	
APETS Accessibility	Need more accessibility to APETS info for Probation Officers in field	CMS Upgrade/ Enhancement		FY24	Planned	
County/State Compatibility	Improve compatibility between County and State computer systems and AJACS information	Access to Electronic Documents		FY24	Planned	
Ad Hoc Reports	Create ad hoc reports in APETS to extract needed information	Access to Electronic Documents		FY24	Planned	
Attunix	Improve accessibility of advanced databases through software and specialist	Access to Electronic Documents		FY24	Planned	
Public Electronic Access	Improved electronic access to department public information through social media or webpages or automated messaging	Access to Electronic Documents		FY22	Planned	
Electronic Solutions	Automate petition system and other needed communications with electronic solutions (sentencing, pre-	Automated Notifications		FY24	Planned	

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	sentencing report, probation dates)					
Mobile Technology	Mobile technology to allow for client electronic signature, email of paperwork of case plans to clients	Access to Electronic Documents		FY24	Planned	
Website	Continue improving the court's website to ensure that forms are easily accessible and understandable	Access to Electronic Documents		FY21	Planned	
Kiosk	Install a kiosk to assist petitioners with filing an Order of Protection, specific with software for AZPoint	Protective Order Re-engineering		FY21	Planned	
Records Exchange and Resources	Provide access to Superior Court behavioral health case records; provide access to mental health case manager or advocate information; provide access to evidence-based scoring used in Superior Court cases. Develop behavior health, substance abuse, and veteran resources for limited jurisdiction courts.	Access to Electronic Documents		FY24	Planned	
Digitize Case Files	Digitize all court case files in preparation for e-filing. Join statewide disconnected scanning program and provide equipment (scanners, additional courtroom	Access to Electronic Documents		FY24	Planned	

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	computer) to support this move.					
eWarrants	PCC can receive eCitations through TracS, an application provided by Prescott PD. Will be sending warrants electronically to the jail.	eWarrants		FY23	Underway	
eCitations	Receive ALL civil traffic citations filed electronically, especially YCSO to save the court a tremendous amount of time. Currently receiving ADOT, DPS, and Jerome PD.	Access to Electronic Documents		FY24	Underway	
eCitations	Implement vendor handheld and photo data feeds to open and calendar cases. (Requires coordination and cooperation from law enforcement agency.)	Access to Electronic Documents		FY24	Planned	
Scan Case Files	Continue to back scan all case files necessary from 2000 forward	Access to Electronic Documents		FY24	Underway	
Scan Docket Books	Preserve (by scanning) and restore old docket books as funds are available in Document Storage & Retrieval Fund. Goal is to make books accessible on public access computers.	Access to Electronic Documents		FY24	Underway	

Statewide Project Participation						
Strategic Project Name / Phase	Brief Project Description	Related Statewide Project	Participation Scheduling	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Jury System Update	Upgrade Jury Systems – i.e., send out email or text	Access to Electronic Documents		FY21	Planned	
OOP Device Availability	Make OOP website available for devices in each court using public workstations or tablets. Lock down tablets	Protective Order Re-engineering		FY21	Underway	

Other Local Independent Projects				
Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Expand Interpreter	Expand Interpreter availability. Implement remote video interpretation and ASL interpreter services in addition to the current Lionbridge for telephonic.	FY23	Underway	
Disaster Recovery	Continue to improve IT operations and procedures in case of disaster	FY23	Underway	
Cyber Security	Continue efforts addressing cybersecurity, responding to network scans, keeping systems up to date, training end users	FY21	Underway	
Training Opportunities	Expand training opportunities with web-based portals and videos	FY21	Planned	
Upgrade A/V	Continue upgrading courtrooms for a/v conferencing, evidence, recording, and quality of	>FY24	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	acoustics within the courtroom. Upgrade media carts in Prescott Courthouse.			
Transmit Case Info Electronically	Transmit case information electronically between limited jurisdiction and superior courts. Includes Liberty and appeal packet.	FY22	Planned	
Forms Updates	Improve online access to court forms and make easier to understand. Update website with interpreter-translated forms and instructional materials.	FY21	Underway	
Video Appearances	Continue to expand video court appearances beyond IAs, arraign-ments, and some FW cases	FY21	Underway	
Interpreted Forms on Website	Update website with Interpreter translated forms and instructional materials	>FY24	Planned	
Phish Testing/ Training	Test the email security knowledge of our users by taking advantage of products that test users by mass emailing "fake" emails. Reports are then generated on who clicked what shouldn't have been clicked to provide information about who needs further security training	FY23	Planned	
Upgrade Data Center	Maintain and upgrade the Windows Server domain functional level	FY22	Planned	
Smart Boards	Investigate how smart boards could be used (similar to Chino Valley)	FY22	Planned	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Video Conferencing	Continue to improve function of video conferencing to other counties as needed	FY21	Underway	Starting with Coconino
Courthouse Security: Website Maps	Continue to work with County GIS to provide images for website designed to assist law enforcement in gathering Courthouse layout information	FY23	Underway	
Data Sharing	Organize & plan for data sharing & integration of computer systems used by courts & criminal justice agencies	FY23	Planned	
Security Officer Radio	Obtain FCC license, install transmitters, configure radios to newly obtained frequency for the use of Security Officers at JJC, Prescott Courthouse, and Verde Courthouse	FY21	Underway	
Veteran's Court	Veteran's Court implementation for justice courts to enroll veterans for improved services	FY21	Underway	
Information Sharing	Continue to improve stakeholder's knowledge of department operations to enhance collaboration and information sharing	FY21	Planned	
Language Assistance Services	Continue to maintain the mandate for LEP customers by identifying other opportunities to use technology in providing language assistance services to litigants, witnesses, and others	FY24	Planned	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
Web-Based Training	Continue to encourage the use of web-based training and/or education for court staff through COJET requirements and through local government training	FY21	Planned	
Homelessness and VA Services	Develop homeless resources for limited jurisdiction courts. There is no VA in Verde Valley for defendants in need of services; provide access to problem solving specialty courts at LJ level.	FY24	Planned	
Improve Communications	Improve communication of upcoming issues discussed at LJ judge's meetings; improve communication discussions between LJ judges, local municipality leasers and county leaders	FY24	Planned	
Assist Educators with Civics	Provide more local resources to assist educators in developing a Civics curriculum. Promote court career opportunities in the local schools	FY24	Planned	
Court Security	Continue to work on court security. Add security officer, install a magnetometer and purchase hand wands.	FY24	Underway	
Online Payments	Plan to accept online payments	FY24	Underway	
Website	Enhance and maintain website	FY21	Underway	
Technical Training	Provide technical education and training for staff	FY21	Underway	
Update/Purge Files	Continue to update and purge files. Bring back-	FY24	Underway	

Other Local Independent Projects

Strategic Project Name / Phase	Brief Project Description	Planned Completion Date	Current Project Lifecycle Phase	Project Risks, Issues, Concerns
	logged files up-to-date, compelling non-compliant defendants to contact the court regarding the non-compliance.			
Courtroom Audio	Push for updating courtroom audio acoustics for teleconference improvement	FY24	Planned	
Muni Backup Solution	Research and implement backup solution for Muni Court, perhaps using the same method as Justice Courts	FY23	Planned	
Self-Help Videos	Self-help videos for <i>pro pers</i> on our website	FY24	Planned	
Electronic Checks	Electronic deposit of checks received	FY21	Planned	
Protective Orders Online	Protective Orders Online: Availability of privacy at kiosks/public access computers for completing PO petitions	FY21	Underway	
Juror Debit Card	Use of debit cards to pay jurors	FY22	Planned	
Filing and Payments	Offices in the new CR Justice facility to provide further convenience for filing, making payments.	FY24	Planned	

D.1. MAJOR STATEWIDE INITIATIVES AND PLANNING/IMPACT INFORMATION

This section provides Commission on Technology with visibility into the demand for various statewide systems currently in development. Also listed below are initiatives that require long-range preparation and may have significant impacts on local infrastructures, resources, and training requirements. Courts should consider high-level impact perspectives that factor into their participation in statewide systems and initiatives.

Statewide Initiative

Limited Jurisdiction Case Management System – AZTEC Conversion / AJACS Implementation

Description:

A limited jurisdiction court case management system was developed to replace AZTEC by taking the base GJ CMS (AJACS) application and expanding the functionality to specifically address limited jurisdiction needs then extending the use of system automation that is of specific benefit to Arizona's justice and municipal courts. Early in the requirements gathering and development cycle, non-AOC-supported large volume courts collaborated with the AOC through the provision of resources, funding, and business analysis to build upon the AZTEC-replacement application and develop a solution that could potentially meet the needs of all LJ courts, large or small, rural or metropolitan. Additional non-ACAP courts could choose to adopt this solution as their current case management systems age and become un-supportable.

Program interfaces that permit integration with other automation systems, like electronic citations, central document management system (scanning documents directly to the PC then uploading them to the AJACS case event they pertain to), electronic records retention and destruction, online payment processing, MVD disposition reporting, and DPS criminal disposition reporting are being included. Business requirements and development are underway to support an LJ e-filing interface. Conversion of certain AZTEC case data and extensive training are being undertaken by the AOC to minimize disruption to local courts during the changeover. Business process and code standardization are also major components of the conversion and implementation effort.

Anticipated rollout timeline:

Statewide LJ AJACS implementation began in late summer 2015 and is anticipated to continue through April of 2020, on a schedule determined by the AOC.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

Complete

2. General Importance or Impact to Your Court: All LJ Courts completed.

**Statewide Initiative
LJ Judge Automation
(Limited Jurisdiction Courts Only)**

Description:

Historically, court automation was significantly structured to take place in the back-office via a judicial administrative assistant, clerk, court information staff, or judicial officer. Current technology advances provide the opportunity to move away from paper and into the digital world. All technology enhancements introduce changes that have some impact on the court and court processes. The LJ AJACS application offers court staff and judicial officers the ability to use the court management system in the courtroom as well as in the back office. A case worksheet provided with AJACS gives quick access to the key components of court cases including ease of access to updating case information, checking financial information, the charges on the case, case status, and many other quick option features. The worksheet has collapsible sections to provide ease of visibility to detailed case information. The sections of the worksheet are secured so that a section cannot be expanded when the case information does not yet support its use.

The current AJACS Case Worksheet has been available to all LJ courts since their conversion from AZTEC. Numerous courts and judges use the Case Worksheet in the courtroom for real-time case processing and adjudication. Though the worksheet underwent detailed business analysis, development, and testing initially, the time has come to reassess its practical usability. A new Judge Automation Focus Group will assess worksheet modifications and enhancements necessary to speed the judicial process and further streamline case processing (both in the courtroom and back office). This focus group will provide valuable feedback and suggestions for module enhancements and development of new features.

Anticipated rollout timeline:

Rollout accompanies each Statewide LJ AJACS implementation going forward. Judges and court staff were trained on the use of the worksheet prior to each court's AJACS implementation. Additional features and enhancements determined by the Judge Automation Focus Group are being targeted for analysis, design, and development beginning fall of 2019. Implementation will be accomplished as future AJACS releases are pushed out, beginning in Summer 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Matches AJACS adoption timeframe

2. General Importance or Impact to Your Court/Probation Department:

Statewide Initiative

Electronic Filing Case Types Expansion

Description:

Electronic Filing, better known as e-filing, comprises a set of software applications designed to communicate and interoperate with case management systems (CMSs), an online payment provider, and multiple electronic filing service providers. It enables attorneys and self-represented litigants to assemble, pay for, and submit case data and documents online to individual courts. It simultaneously provides a means for clerks to review and accept e-filed submissions within their respective CMSs before supplying the information to judges to prepare for and conduct court hearings. Once a submission is clerk-accepted with virtually the touch of a button, automated CMS docketing processes file the associated data and documents into official case files. Notifications indicating the status of the filing process are returned to the submitting attorneys and parties letting them know their case information is filed and documents are readily available for reference online.

Delivering case information online removes the need for clerks to manually enter case data and scan documents, which has been the norm for processing physical paper documents delivered over-the-counter for decades. The goal of this statewide initiative remains to enable the e-filing of all case types in all Arizona courts. As of June 2019, all general jurisdiction courts support civil case e-filing. Maricopa Superior Court continues updating its e-filing capability to accept and process case-initiating submissions.

As technologies evolve and more experience is gained, new concepts and approaches will be introduced to handle e-filing more efficiently and effectively. Equally important is reducing the cost of maintaining physical paper managed by each court. The current focus is to expand the implementation of e-filing by supporting additional case types.

Anticipated rollout timeline:

Varies by level of court and case type. Pima County e-filing migrates to the eUniversa e-filing system by Spring 2019. Protective Order Petition e-filing support must be in place by January 2020 to meet a legislated deadline. Family Law and Probate e-filing in the Superior Court and Regular Civil and Eviction Action e-filing in the Justice Courts are slated for delivery in calendar year 2020.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court:

Statewide Initiative

Expanding Automated Notification Capabilities

Description:

The Fair Justice for All Task Force's recommendations specify implementation of an automated, statewide, text notification system. This includes the capture, storage, and retrieval of cell phone number data fields in CMSs accompanied by appropriate permission and opt-out language for court users. Modifications have been made to the Arizona Traffic Ticket and Complaint (ATTC) that allow law enforcement to capture information used for notifications at the outset, or it can be added by court staff at any time. The system will be able to draw cell phone information from case management system databases and send out appropriate text messages and land line voice notifications regarding appearance dates and times, payment amounts due, or probation requirements.

Over time the features and coverage are being expanded to include support for various languages in text. By the end of 2019, text messages began to include the "azcourtpay.com" link. Expansion into additional languages, beginning with Spanish, will begin in first quarter 2020.

Anticipated rollout timeline:

Available to limited jurisdiction courts with AJACS rollout, including voice notification on land lines in English. Non-AJACS courts, beginning with MCJC and Pima Superior, are obtaining access to the automated notification facility via local CMS integration.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court: .

Statewide Initiative

Electronic Document Certification

Description:

Electronic documents are now common in the day-to-day business of the court, relied upon by court staff, other justice-related agencies, and the public. AOs authorizing electronic filing stipulate that electronic submittals are considered “originals” for the purpose of court business. For ACAP courts, the central document repository (CDR) holds replicated court filings following acceptance by local clerks. Those documents are also available to filers and soon to the public, but for reference only. A move is underway to have clerks electronically certify the version of their record held in the CDR (or local repository for non-ACAP courts) as the official record of the court, on a record-by-record basis when that designation is requested.

The Clerk of the Superior Court in Maricopa County, a non-ACAP court, has constructed and piloted a certification system using a vendor product, TrueCertify, with OnBase TIF and PDF records. A certified document file locator number appears on each page to uniquely identify each e-certified record. Information within the locator number can be verified by the clerk’s office if the integrity of the e-certified record is questioned. Raised-seal certified copies are provided at no charge whenever an e-certified record is rejected by a using agency. Beginning as a pilot in 2013, it expanded into full production use for certain types of documents in early 2018, adding marriage licenses at that time.

Mohave Superior Court investigated the Maricopa solution for use with OnBase and AJACS but developed an internal process for clerk’s staff to attach necessary OnBase documents to a PDF, electronically file stamp them, then forward to the requesting agency. Documents are stored on the court’s file server.

Anticipated rollout timeline:

Maricopa solution is in production. The local, standalone pilot underway in Mohave with County Attorney and Attorney General is being followed by development work in AJACS to support a single, statewide solution for ACAP courts.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

continuing

2. General Importance or Impact to Your Court:

Continue to expand public access to records/Certified copies of court documents through electronic means – Done for CR and CV cases through e-Access.

Statewide Initiative Electronic Warrant System

Description:

The purpose of the eWarrant effort is to enable automated statewide arrest warrant processes for all Arizona jurisdictions to streamline the overall process through reliance on a single, trusted warrant repository in the state. The project is currently investigating various technical options. Provided sufficient funding can be obtained, following proof of concept and license negotiation with a key supporting vendor, the eWarrants Project will undertake full automation of existing warrant processes from end to end in a consistent manner throughout the entire State for courts and law enforcement agencies.

When a court issues or quashes a warrant, a CMS interface will electronically generate a transaction to be sent to the JWI system at DPS for law enforcement to act upon. Once the warrant has been executed by law enforcement and updated in JWI, the court will be electronically notified via AJACS. This round-trip process will keep warrant issues and servers in synch with each other and enable near-real-time notification between agencies on warrant-related activities, removing the guesswork that has plagued the paper system.

Anticipated rollout timeline: Workflow and AJACS development activities led to piloting with multiple jurisdictions at the end of 2019. Testing will continue into 2020 before a timeline is created for statewide rollout.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

Matches AJACS adoption timeframe

2. General Importance or Impact to Your Court:

Statewide Initiative

Digitizing the Protective Order Process

Description:

A 2002 effort determined the feasibility of centralizing the processes of protective order data management in Arizona so agencies and courts in the various jurisdictions across the state had equal access to orders on a consistent and timely basis. Legislated changes addressing deficiencies in the protective order process statewide coupled with the requirement to submit all civil protection orders served in Arizona to NCIC has driven the need for a single protective order system with participation from all 15 Arizona counties' courts and law enforcement agencies. This will ensure individuals restricted from buying guns will be entered into the federal NCIC database more consistently and timely which ultimately provides for better public safety.

Also, an integrated electronic system enables the public to electronically prepare their petition paperwork for filing rather than physically appearing at the court during business hours to complete a paper petition. The protective order project enables anyone who is in crisis with the help of a domestic violence victim's advocate, family/friend, or even by themselves to quickly and accurately submit paperwork electronically to an Arizona court from virtually any location. The related infrastructure changes also provide a technology basis for civil e-filing in limited jurisdiction courts statewide.

Anticipated rollout timeline:

Legislation requires the central repository to be active by January 1, 2020. AJACS modifications will be completed to support that implementation date. Specifications have been provided to non-AJACS courts. Workarounds are being developed to enable use of the electronic repository for petitions still filed on paper.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

Matches AJACS adoption timeframe

2. General Importance or Impact to Your Court: . Some technological issues during rollout.

Statewide Initiative Data Analysis / Reporting

Description:

Goal 3A of the chief justice's strategic agenda focuses on key data both judges and court managers need to perform their caseload and oversight functions, ensuring that data is accurate and readily available to make informed operations and policy decisions. As a starting point, MS SSRS reports from the AJACS CMS were developed to assist in managing caseloads relative to the published time standards. Unfortunately, these reports only reflected a moment in time and were produced only periodically rather than in real time as judges desire. Moving the time standard reports out of AJACS to a centralized dashboard facility using Microsoft's Power BI tool will enable judges to log in and see up-to-date performance. The PowerBI data visualization tool will also visually alert judges to items falling outside of time standards. The tool draws attention to outlying data points and enables drill-down capability to identify the largest contributors to delays using the underlying CMS data to drive decision making by court leaders.

Anticipated rollout timeline: A prototype time standards dashboard was unveiled at the October 2019 Court Leadership Conference for reaction and comment. Depending on magnitude of changes requested, the production version of that dashboard will be available to judges during the first quarter of 2020. The dashboard concept will be expanded over time to power other areas of data-based decision making in accordance with the strategic agenda.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

Pilot, immediately

General Importance or Impact to Your Court: .

We are in the testing phase of using Power BI for our CaseFlow Manager, Judges, and Court Administration.

CASA is having issues with JOLTS data. They noted that the current reports need to be fixed before adding more dashboards, but that data may be a separate issue.

Statewide Initiative Online Dispute Resolution

Description:

Consistent with the goal of promoting access to justice and the recommendations of the Fair Justice Task Force, the Judicial Branch is working to reduce the time and expense in certain types of cases by allowing litigants to resolve disputes without ever coming to the courthouse. An online dispute resolution (ODR) system would facilitate evaluation, negotiation, and judicial decision in those case types. The AOC is conducting proof-of-concept pilots in multiple courts to determine whether ODR is viable in helping to resolve cases as litigants negotiate through use of the on-line resource. Reports will then be made to AJC by participants in the pilots before any decision is made to expand ODR statewide.

Pilot courts Yuma Superior and Pinal Superior are addressing Family Law cases with the use of court mediators on requests to modify child support, visitation, and legal decision making. An agreement between the parties can be executed using electronic signatures now that AO 2018-78 sets aside Family Court Rules requiring use of a notary on all ODR agreements.

Scottsdale Municipal Court is piloting the ability to accept plea documents from the city prosecutor and defendant for the purpose of accepting telephonic pleas on misdemeanor cases. Maricopa Superior Court implemented a separate pilot for family and civil cases, called "Accountability and Enforcement Court (ACE)," in July of 2018 and now is launching an online platform to settle credit card debt cases under \$50K.

Anticipated rollout timeline:

Pilots will continue until March 2020 to allow the collection of additional data to assess what requirements should be made in a Request for Qualification (RFQ) which will be developed and released during Spring 2020.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

Concern

General Importance or Impact to Your Court:

Concerns from Judges, CASA, Mediators, and Court Admin:

The online environment would take away from the formality of an in-person Mediation setting and would lead to folks acting inappropriately – thus leading to be unproductive. To get people communicating with one another, everyone agrees that is best accomplished in person.

Further information from Yuma who is piloting this project currently has 41 ODR cases. There is a 44% agreement rate in ODR. There is a 74% agreement rate started in ODR and completed in person.

If we're forced to use it, some cases that would benefit from ODR would be those in which the parties want to make minor adjustments to their parenting time plan without having to file a petition and see a judge in order to do so, or even minor civil matters such as credit card debt.

We may need to further understand the usage, but as it is, there is no interest. There is no indication of cost, which also raises some concern.

Statewide Initiative

LJ Public Safety Assessment Automation

Description:

This project involves developing an automated process for completing the Public Safety Assessment (PSA) report, a pretrial release assessment which is currently prepared by pretrial officers for judges to use when establishing release conditions for persons arrested for crimes. The long-term goal is to develop an automated system that would eliminate or significantly reduce the workload and amount of time it takes to complete a PSA, enabling the PSA to be used in additional limited jurisdiction courts which may not have pretrial services staff to conduct the assessment.

This project involves multiple phases. Phases One and Two included building the infrastructure within the Justice Web Interface (JWI) to include the PSA questions and PSA report with calculated risk scores. Pragmatica has been contracted to complete Phase Three of the project by providing a report to the Administrative Office of the Courts analyzing the scope of work needed to create a fully automated process for conducting the assessment and a process for automatically initiating the PSA at the time a person is booked or fingerprinted.

Anticipated rollout timeline:

Phase Three's report from Pragmatica is scheduled to be completed in late 2019. Further work will be planned from that point.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court:

Statewide Initiative

JOLTSaz Dependency (CASAs) & Officer UI (Probation)

Description:

The Dependent Children Automated Tracking System (DCATS) is the system of record used by the counties to enter statistical information on cases and volunteers. It is extensively used by both Court Appointed Special Advocates (CASA) and Foster Care Review Board (FCRB) for day-to-day tasks and activities. County CASA staff enter volunteer information and also connect the volunteer to a child/case in the dependency system. DCATS also provides reports to the state and local CASA programs to assist with case assignment. CASA of Arizona and the local programs have to complete numerous reports for outside sources, such as National CASA and VOCA grants. DCATS provides the statewide data needed for these reporting purposes.

DCATS technology is outdated and must be replaced. In addition, all Dependency data needs to be housed in one location to eliminate a significant amount of duplicate data entry. A multi-phase development and conversion effort is required to accomplish these tasks. Phase 1 includes CASA and FCRB functionality needed to replace DCATS and potentially the data conversion from DCATS to JOLTSaz.

JOLTSaz is also undergoing interface changes accompanying the adoption of Justice Tools (once the agreement is signed) currently used by Pima Juvenile Probation to replace AZYAS for performing safety assessments for juveniles to further adopt evidence-based practices. Changes are required in JOLTSaz to fully integrate Justice Tools for use statewide.

Anticipated rollout timeline:

Detailed requirements gathering is underway. Once complete, the work effort can be estimated and a project plan established.

1. Timeframe in which needed:
(immediately, next 12 months,
1-2 years, 3-4 years)

immediately

General Importance or Impact to Your Court:

Replacing/retiring the DCATS is something that is long overdue for the CASA offices throughout the state. The state CASA office required all of the counties to start using CASA AZ, which was the proposed replacement program for DCATS, however CASA AZ cannot do all it was promised to do. Plus, it is a really slow program and still has a lot of bugs/issues that are being worked through, despite being an active program in the state for over 3 years (1 ½ years in Yavapai Co.). So, CASA staff has to do duplicative work, until CASA AZ is enhanced/upgraded to track the data that DCATS does.

Statewide Initiative Digital Evidence Repository

Description:

Following the recommendations of the chief justice's Digital Evidence Task Force, Commission on Technology's Technical Advisory Council crafted a range of possible solutions for handling digital evidence before narrowing their focus to a vendor-hosted cloud solution that could be implemented within two years. The solution as envisioned takes into account the total evidence lifecycle: enabling submission to the court of digital evidence, storage of digital evidence after submission to the court, and access to digital evidence by the court and litigants in connection with court proceedings. Clerks will be provided tools and services to manage digital evidence within the portal. Attorneys and self-represented litigants will have the ability upload evidence from personal devices and use tools to edit and redact before submission to the court.

The concept was reviewed in several presentations to subcommittees of the Arizona Judicial Council and to AJC itself. The consensus was to pursue the concept as the starting point in a process that would likely require several iterations as technology and practices mature.

Anticipated rollout timeline: A demonstration project is underway with a potential vendor to prove the cloud portal concept in two courts. Formal procurement will need to follow before statewide adoption is possible.

1. Timeframe in which needed:

(immediately, next 12 months,
1-2 years, 3-4 years)

2. General Importance or Impact to Your Court: Will use when update is rolled out. Cost?

D.2. LOCAL INFORMATION TECHNOLOGY STRATEGIC RESOURCES

This section provides high-level information about the technology spending and resources by court for FY20, according to the invoices from AOC.

LOCAL TECHNOLOGY RESOURCES				
Court	State Device Cost	Other Technical Cost	Number of:	
			Court FTE Technical Staff	City of County FTE Technical Support Staff
Superior Court	\$255,630	\$61,353	2	0
Adult Probation	*included above	\$80,000	0	0
Clerk of Court	*included above	\$21,978	0	0
Juvenile Court (<i>Probation is funded by AOC</i>)	*included above	\$0	1	0
All Justice Courts	*included above	\$495	0	0
Camp Verde MC	\$7500	\$2595	0	0
Chino Valley MC	\$6750	\$734	0	0
Clarkdale MC	\$4500	unknown	0	0
Cottonwood MC	\$8750	\$540	0	0
Dewey-Humboldt MC	\$2250	\$0	0	0
Jerome MC	\$2250	\$0	0	0
Mayer Justice Court	incl above	\$495	0	0
Prescott Consolidated City	\$9750	\$0	0	0
Prescott Valley MC	\$8250	\$0	0	0
Sedona MC	\$6750	\$540	0	0

Detail – Other Technical Costs

1) Superior Court

Maintenance of Audio/Visual Equipment	\$50,280
Maintenance renewal of Polycom Equipment	\$7,157
Maintenance renewal Crossmatch, 2FID scanners	\$820
Windows Server Standard License and Software Assurance	\$1096
Maintenance Infax for docket monitors	\$2,000
Superior Court Total	<u>\$61,353</u>

2) Clerk of Court

SOFTWARE LICENSES AND MAINTENANCE CONTRACTS	\$9,089
Jury + Next Generation: Jury Software Program, Jury Systems	
FTR Gold Audio Digital Software: FTR Gold	\$8,470
Annual Service Contracts	
Electronic Document Scanning System Hardware (3 Scanners): Databank	\$4,419
Clerk of Court Total	<u>\$21,978</u>

3) Adult Probation

Video Conference and CCTV System Upgrades	10,000
Software Development (The Attunix Project)	70,000
Adult Probation Total	<u>\$80,000</u>

4) Camp Verde Municipal Court

JAVs (Justice AV Solutions) Audio/Video maintenance/recording system	\$2180
Annual maintenance and monitoring by Safe Alert Systems	<u>415</u>
motion & fire sensors on work area, courtroom & doors	
Camp Verde Municipal Court Total	<u>\$2,595</u>

5) Chino Valley Municipal Court

Liberty Digital Recording System – Annual Maintenance Cost	\$534
ACJIS over AJIN – Annual Maintenance Cost	<u>200</u>
Chino Valley Municipal Court Total	<u>\$734</u>

6) **Clarkdale Municipal Court**

Miscellaneous unknown costs.

Liberty maintenance has been cancelled because they are using Verde Valley Justice Court

Clarkdale Municipal Court Total **\$N/A**

7) **Sedona Magistrate**

Liberty Digital Recording System – **\$540**

Annual Maintenance Cost paid by City IT Dept.

Sedona Magistrate Court Total **\$540**

8) **Cottonwood Municipal**

Liberty Digital Recording System – **\$540**

Cottonwood Municipal Court Total **\$540**

9) **Mayer Justice**

Liberty Digital Recording System – **\$495**

Mayer Justice Court Total **\$495**

APPENDIX A. CURRENT ENVIRONMENT

1. HARDWARE ENVIRONMENT BY COURT

This section lists the judicial branch-owned hardware deployed in the courts, including mainframes, servers, desktops, and other peripherals.

Court	Number of PCs	PC Operating System	Number of Laptops	Laptop Operating System	Number of Network Printers
Superior Ct, Clerk, Adult Prob., Juv Ct., All Justice Crts.	201	Windows 10	29	Windows 10	57
Cottonwood Muni	8	Windows 10	1	Windows 10	2
Prescott Muni	11	Windows 10	0	N/A	2
Sedona Muni	6	Windows 10	0	N/A	3
Prescott Valley Muni	10	Windows 10	0	N/A	1
Clarkdale Muni	4	Windows 10	0	N/A	1
Jerome Municipal	2	Windows 10	0	N/A	1
Chino Valley Municipal	6	Windows 10	0	N/A	1
Camp Verde Municipal	8	Windows 10	0	N/A	2
Dewey/Humboldt Muni	2	Windows 10	0	N/A	1

2. HARDWARE FOR SPECIAL FUNCTIONS

Items below are included in above desktop/laptop counts.

Court	Number of:				
	Public Access PCs	In Courtroom PCs	In Chambers PCs	Dedicated Imaging/ Scanning Workstations	Dedicated ACAP Training PCs
Superior Court	3	22	13		0
Adult Probation	0	N/A	N/A	4	0
Clerk of Superior Court	5	N/A	N/A	6	0
Juvenile Court	0	2	1		0
Bagdad JP	0	0	0		
Camp Verde Municipal	0	2	1		
Chino Valley Municipal	0	1	1		
Clarkdale Magistrate	0	1	1		
Cottonwood Municipal	0	1	1		
Dewey-Humboldt Magistrate	0	0	1		
Jerome Magistrate	0	0	1		
Mayer JP	0	1	1		
Prescott Consol. City/JP Court	0	3	1		
Prescott Valley Municipal	0	1	1		
Sedona Municipal	0	1	1		
Seligman JP	0	1	1		
Verde Valley JP	0	1	1		
Yarnell JP	0	1	1		

Many courts have Polycom VSX 3000 Equipment. (Superior Court, Juvenile Probation, Adult Probation, Seligman Justice, Verde Valley Justice, Camp Verde Muni., Cottonwood Muni., Prescott Valley Muni., Chino Valley Muni., Mayer Justice, Sedona Muni.)

3. LOCAL SERVER HARDWARE AND FUNCTION

LOCAL SERVER INFORMATION					
Court/Dept.	# Brand / Model	Operating System	Databases	Managed By	Use / Applications
Superior Court & Clerk of Court	Dell PowerEdge T110 II	Windows Server 2012	N/A	Superior Court-AOC Network	PDC, InfoRad text
Superior Court & Clerk of Court	(2) PowerEdge R730	Windows Server 2016 Hyper-V primary and secondary hosts	N/A	Superior Court-AOC Network	FTR, application server, file servers for LJ and GJ, backup/recovery. One located in Prescott, one in Verde.

4. NETWORK ENVIRONMENT

Our network is the Arizona Judicial Information Network (AJIN), maintained by the AOC. Prescott Consolidated City/Justice Court is also on the AJIN network.

5. SOFTWARE ENVIRONMENT

This section identifies all the software used in the county's courts. It includes the state-provided applications (such as AJACS, AZTEC, TIP, JOLTS, and APETS) and also any word processing, spreadsheet, report writing and other database or other tracking applications.

LOCAL APPLICATIONS					
Application Name	Developed/Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
AJACS application software for the Arizona Court Automation Project	AOC	Superior Court, Clerk of Court, All Justice/City Courts	N/A		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
(ACAP)					
AZTEC application software for the Arizona Court Automation Project (ACAP)	AOC	N/A	N/A		Historical case lookup only
AJACS db Financials	Yavapai Superior Court, Access	Superior Court	Bolt-On		
APETS (Adult Probation Enterprise Tracking System)	AOC	Adult Probation (July 2005)	N/A		
DCATS - CASA	AOC	Superior Court, CASA Program	N/A		
JOLTSaz	AOC	Juvenile Ct, Co. Atty, Victim Witness, Judge, CASA, Public Defender; planning to provide access for Attorney General	N/A		
Statistical Reports (CASPER)	AOC	JP & Municipal Courts	N/A		
CourTools	AOC	Superior Court			
Tax Intercept Program (TIP)	AOC	Juvenile Ct, Clerk of Court, some JP & Municipal Courts, including Prescott Consolidated City/JP Court	N/A		
Windows 10	Microsoft/County Network	Superior Court, Clerk of Court, Adult Probation, Juvenile Court, JP & Municipal Courts	Vendor Pkg		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Data Backup / Recovery System	Veeam Backup	Superior Court	Vendor Pkg		
Crystal 10/Crystal Enterprise	Crystal/AOC staff	Superior Court, Clerk of Court, Juvenile Court, CASA, Camp Verde MN	Vendor Pkg		
Problem and Change Management					
Software Configuration Management					
Hardware and Software Inventory	Microsoft Excel	Superior Court	Vendor Pkg		
Procurement / Materials Management					
Centra	Centra	Superior Court, Clerk of Court, JP & Municipal Courts	N/A		
Adobe Acrobat Reader 2017 DC	Adobe	Superior Court, Clerk of Court, Adult Probation, Juvenile Court, JP & Municipal Courts	Vendor Pkg	2018	AOC for ACAP PCs
Adobe Acrobat Pro 2017 DC	Adobe	Superior Court	Vendor Pkg	2018	
Office 365	Microsoft	Clerk of Court, Juvenile Court, JP & Municipal Courts, Adult Probation	Vendor Pkg		
Project Management / Tracking					

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Timekeeping					
Human Resources					
Sophos Virus Scan	Sophos	Superior Court, Clerk of Court, Juvenile Court, JP & Municipal Courts	Vendor Pkg		
Digital Audio: Product Name: FTR Gold	For The Record (FTR)	Superior Court, Clerk of Court	Vendor Pkg		
Digital Audio: Product Name: Liberty	JCG Technologies	Justice and Municipal Courts	Vendor Pkg		
Electronic Document Management OnBase 17	DataBank	Clerk of Court, Juvenile Court	Vendor Pkg		
Access: Juvenile Drug Court	Microsoft	Juvenile Court – independent database, does not tie into State DB.	Vendor Pkg		
Publisher	Microsoft	CV Muni	Vendor Pkg		
Jury system: Jury+ version Next Generation	Jury+ JSI	Clerk of Court	N/A		
Court Web site	Various	Superior Court, Clerk of Court, Adult Probation, Juvenile Court, JP Courts, Muni Courts	Standalone		
Fines, Fees and Restitution Enforcement Module for FARE participation	AOC and vendor, ACS	Justice Courts and Muni Courts	N/A		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy
Other Collections Tracking					
Pre-Adjudication Payment / Online Pmt Processing					
References: Lexis- Nexis	Lexis-Nexis	Justice Courts and Muni Courts	Vendor Pkg		
References for Judges	Westlaw	Superior Court, Law Library	Vendor Pkg		
Web Solutions Online Juror Questionnaire	AOC & Vendor Jury Systems, Inc.	Clerk of Court	N/A		
Interstate Compact data: ICOTS	ICAOS	Adult Probation Dept. and receiving jurisdictions	Federal		
Citation Inquiry (APS)	AOC	LJ Courts			
MVD File Transmission	AOC	Justice Courts and Muni Courts			
Voice Recognition: Dragon Naturally Speaking 12.5	Nuance	Mayer Justice	Vendor Pkg		
Calendar Display: DocketDisplay	InFax	Yavapai Superior	Vendor Pkg		
Public Access (local)					
Interactive Voice Response System					
Server O/S – Windows Server 2016, 2012 R2, Microsoft DataCenter, Hyper-V	Microsoft	Yavapai Superior	Vendor Package		
SQL Server Express (Infax, 2FID)	Microsoft	Yavapai Superior	Vendor Package		

LOCAL APPLICATIONS					
Application Name	Developed/ Supported by	Courts Using	Vendor Package, Bolt-On, or Standalone	Implementation Date	Replacement Date/Strategy

6. COMPARISON OF ENVIRONMENT TO ARIZONA JUDICIAL BRANCH ENTERPRISE ARCHITECTURE

The table below prompts you to identify any current technologies and products classified in the retirement and containment categories of the architecture. Beginning with the FY08 plan, **COT requires that a project be defined for the removal/replacement or any item listed in the “retirement” category within plan period. Enter the project name and scheduled completion date in the rightmost column.** Items in the “containment” category can have no more widespread use without exception being granted by COT. The next stop on the lifecycle is retirement; therefore, further investment is unwise and serves to make removal/replacement only more difficult and expensive.

The complete, updated table appears on the COT website at <http://www.azcourts.gov/cot/EnterpriseArchitectureStandards.aspx>. Where there are unique, local undertakings that cannot be leveraged, a court is free to go beyond the standards set in the table. When sharable modules related to core applications are developed, the standards must be followed.

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
APPLICATIONS & TOOLS				
User Interface Delivery Method for Public Access	Internet Explorer ≤6	Internet Explorer	Edge, Firefox, Chrome	
User Interface Delivery Method for Business Applications	Character based	Silverlight		
Electronic Document Management	Hyland OnBase ≤14.0.1	Hyland OnBase 15	OnBase 17	
Document Imaging/OCR	Kofax Card (SCSI)	Kofax Ascent Capture	Microsoft OCR	
Report Writer for Ad Hoc Reporting	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 10 (Clerk's Office) SSRS Report Builder	
Report Writer for Business Application Reports	Crystal <10, MS SSRS ≤2005	Crystal 10, MS SSRS 2008	Crystal 10 (Clerk's Office) SSRS Report Builder	
Development Languages	ASP (Classic), COBOL, JAM, RPG	Java (on a business case need basis, .NET Framework ≤V3.X, Windows Workflow	C#	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
		Foundation		
Development Environment	Visual Studio ≤2012, Visual Studio 6	Visual Studio 2015, PowerBuilder, MS-Access, Panther	Visual Studio 2017	
Source Control	Aldon			
Code Generation	Alachisoft	Visible Developer		
OFFICE PRODUCTIVITY TOOLS				
Word Processing	Word ≤2010	Word 2013	Office 365 ProPlus (2016)	
Spreadsheet	Excel ≤2010	Excel 2013	Office 365 ProPlus (2016)	
Presentation	PowerPoint ≤2010	PowerPoint 2013	Office 365 ProPlus (2016)	
Local Standalone Database	MS-Access ≤2010	MS-Access 2013	Office 365 ProPlus (2016)	
E-mail Client	Outlook ≤ 2010	Outlook 2013	Office 365 ProPlus (2016)	
Instant Messaging		MS-Live Communication Server, Lync, Skype for Business 2013		
Collaboration		Live Communication Server, SharePoint Server ≤2013, Google Apps		
Distance Learning		Centra		
DATA ARCHITECTURE				
DBMS (InFax, 2FID)	SQL Server <2012	SQL Server 2012	SQL Server Express	
Data Warehouse DBMS		Informix XPS, SQL Server 2012		
Data Exchange Model		Fixed format, XML	N/A	

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
		homegrown		
e-Mail Encryption		S/MIME		
NETWORKS AND PLATFORMS				
Client Operating System	Windows ≤Vista and Windows 8	Windows 7 and 8.1	Windows 10	
Server & Network Operating Systems	OS/400, Windows ≤2008 R2	Windows Server 2012	Windows Server 2012/2016	Next FY to update domain functional level away from 2012. 2008 out of commission.
Mobile Operating Systems	BlackBerry O/S		Android, iOS	
SHARED SERVICES				
Component Service Layer		Web Services (previous version), DCOM, ASP (classic), Remoting	N/A	
Remote Access Through Internet by employees or contractors	ipsec/AnyConnect			
Remote Access Through Internet by vendors or trusted partners	ipsec/AnyConnect; TeamViewer n-2 version	TeamViewer n-1 version	TeamViewer, uninstalled when done	
MESSAGE TRANSPORT MIDDLEWARE				
Message Transport	MQ ≤V7.1	MQ V7.5/V8.0	AOC	
Data Transformation	Data Junction, MQSI, DTS	Cloverleaf, WMB V8.0, BizTalk	AOC	
Data Routing/Publish and Subscribe	MQSI	Cloverleaf, WMB V8.0, BizTalk	AOC	
File Transfer,	FTP (intercourt and using	SFTP (intra-court only), MQ		

Architecture Layers	Retirement (targeted for de-investment)	Containment (limited to maintenance & current commitments)	Current Court Technology or Product (fill in)	Remediation Plan/ Timeline
Scheduled Production	public Internet), MQ ≤7.1	V7.5/V8.0		
File Transfer, Ad Hoc	MQ ≤7.1, FTP	MQ V7.5/V8.0		